From: Hobson, Martha
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Cc: Karambir Yadav
Subject: RE: CCB V2.6
Date: Friday, February 02, 2018 12:47:06 PM
Attachments: image004.png
image005.png

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Subject: RE: CCB V2.6

See below for answers:

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Cc: Karambir Yadav <kyadav@lwcky.com>
Subject: CCB V2.6

Hello All

Is anyone out there on CCB v2.6 or planning to upgrade to it? We are planning to upgrade to 2.6 SP1

(just came out) starting in April 2018.

If you are upgrading or planning to upgrade:

1. What were/are the driving factors? We went live with CCB v2.4 in Sept 2016. We are upgrading to have vendor support, use the out of the box integration for other software projects and to implement functions that other projects (outage management, Customer portal, mobile workforce) are dependent on (customer notification, start/stop service, etc.).
2. Did/Are you planning on doing upgrade on your own or with assistance from a firm? Assistance from a system integrator
3. What version of CCB are you upgrading from? 2.4 SP2
4. What features/functionality are looking to implement as part of the upgrade? We are doing a Technical upgrade and planning to use customer notification, start/stop service, and ping meters.
5. What challenges were realized as part of the planning and decision to upgrade? Timing of upgrade with other projects currently in flight. The number technical environments to do this upgrade as well as providing the technical environments to other projects (NMS upgrade, Customer portal, mobile workforce management, enterprise content management projects) that are reliant on CCB/MDM.
6. What services does your organization provide (Water, Sewer, Electric, Gas)? Electricity, Water, Solid Waste, Recycle and Stormwater
7. How many customers do you serve? ~440K
8. If your plans are farther along, can you please share estimated budgets (internal costs (labor) and external consulting costs), etc.? Still working that out.

If you want to discuss further, please let me know and we can schedule a 30-minute call.

Thanks in advance!

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